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PATENT MAINTENANCE  
DIVISION

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE AUG -3 PM 4:43

In re application : Gene W. Lee  
Serial No. : 09/203,965  
Filed : December 2, 1998  
For : SYSTEM AND METHOD FOR MANAGING A HOLD  
QUEUE BASED ON CUSTOMER INFORMATION  
RETRIEVED FROM A CUSTOMER DATABASE  
Attorney's Docket : DAVOX-159XX  
Examiner : Lawan Fletcher  
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: US Patent and Trademark Office of Finance Refund Section, 2011 Crystal Drive, Suite 301, Arlington, VA 22202 July 28, 2004

By

Paul J. Kroon, Jr.  
Paul J. Kroon, Jr.  
Registration No. 51,902  
Attorney for Applicant(s)

REFUND REQUEST

Commissioner of Patents  
Arlington, VA, 22202

Sir:

Applicant respectfully requests a refund in the amount of \$440.00 as explained in greater detail hereinbelow.

On June 11, 2004, check number 13322 was mailed in the amount of \$440.00 for specifically \$385.00 for the RCE fee and \$55.00 for a one month extension of time. A copy of the cancelled check is enclosed along with the letter of transmittal. On June 30, 2004, a charge was made to Deposit Account No. 02-3285 in the amount of \$385.00 for the RCE fee and \$55.00 for the Extension


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In re: Gene W. Lee  
Filed: December 2, 1998  
Serial No.: 09/203,965  
Page 2

within 1 month. See the enclosed Deposit Account Statement.  
Accordingly, Applicant requests a refund in the amount of \$440.00  
for fees incorrectly charged to Deposit Account No. 02-3285.

Respectfully submitted,

Gene W. Lee et al

By   
Paul J. Kroon, Jr.  
Registration No. 51,902  
Attorney for Applicant(s)

BOURQUE & ASSOCIATES, P.A.  
835 Hanover Street, Suite 301  
Manchester, New Hampshire 03104

Telephone: (603) 623-5111  
Facsimile: (603) 624-1432

Date: July 28, 2004

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13322

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NEW HAMPSHIRE

**BOURQUE & ASSOCIATES, P.A.**  
835 HANOVER STREET STE. 301 PH. (603) 623-5111  
MANCHESTER, NH 03104

54-153/114

PAY TO THE ORDER OF FOUR HUNDRED DOLLARS AND NO/100

DATE 6/11/04  
AMOUNT \$440.00

TO THE  
ORDER  
OF

Commissioner of Patents  
Alexandria, VA 22313-1450

*Paul J. Kennedy*  
AUTHORIZED SIGNATURE

⑈013322⑈ ⑆011401533⑆ 3300092126⑈ ⑆00000044000⑆

PATENT AND TRADEMARK OFFICE  
13-10-0001  
06-15-2004  
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Serial No.: 09/203,965  
Filed: December 2, 1998  
Group Art Unit: 2642

Bourque & Associates, P.A.  
835 Hanover Street, Suite 301  
Manchester, NH 03104  
Telephone: (603) 623-5111  
Facsimile: (603) 624-1432

Date: June 11, 2004

COMMISSIONER OF PATENTS  
Alexandria, VA 22313-1450

Attorney Docket No.: DAVOX-159XX

Sir:

In re application of: Gene W. Lee

Entitled: SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE

Transmitted herewith is a Submission Pursuant to 37 CFR § 1.114 (22 pgs.) and RCE (1 pg.) in the above-identified application. The following checked items are applicable:

☒ A Petition for Extension of Time for 1 month is hereby made, under 37 C.F.R. § 1.136(a).

☐ Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 3	- 3	=	x \$86.00 =	0
Total 19	- 20	=	x \$18.00 =	0
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$280.00 =	0
				0
Small Entity filing, divide by 1/2.				
				0

☒ No additional claim fee.

☒ Check No. 13322 in the amount of \$440.00, specifically \$385 for the RCE fee and \$55 for a one month extension of time.

☒ In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

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Attorney of Record:

By Paul J. Kroon, Jr.  
Paul J. Kroon, Jr., Esq.  
Registration No. 51,902  
Attorney for Applicant

SUBMIT IN TRIPLICATE



UNITED STATES  
PATENT AND  
TRADEMARK OFFICE

23 2004

# MONTHLY STATEMENT OF DEPOSIT ACCOUNT

To replenish your deposit account, detach and return top portion with your check. Make check payable to Director of Patents & Trademarks.

DANIEL J BOURQUE P A LAW OFFICES  
DANIEL J BOURSQUE, ESQUIRE  
835 HANOVER ST #303

MANCHESTER NH 03104-5401

FINA

Under Secretary of Commerce for Intellectual Property and  
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Account No.	023285
Date	6-30-04
Page	1

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DATE POSTED			CONTROL NO.	DESCRIPTION (Serial, Patent, TM, Order)	DOCKET NO.	FEE CODE	CHARGES/ CREDITS	BALANCE
MO.	DAY	YR.						
6	1	04	5	09898707	NET-010XX	2801	385.00	5071.00
6	7	04	1	10210194	NPC-011XX	2801	385.00	4686.00
6	7	04	3	09456166	233/1	1801	770.00	3916.00
6	10	04	918	76372556	DAIGNLT-T001XX	7003	100.00	3816.00
6	17	04	50	10809012	THIELK-030XX	1203	290.00	3526.00
6	22	04	9	PCT/US04/12424	LWEAV-002PCT	1703	12.00	3514.00
6	23	04	37	10809012	THIELK-030XX	1203	-290.00	3804.00
6	23	04	95	09702957	00007-001	2253	210.00	3594.00
6	30	04	1	09203965	DAVOX-159XX	2801	385.00	3209.00
6	30	04	2	09203965	DAVOX-159XX	2251	55.00	3154.00
6	30	04	159	09634350	233/1	8001	6.00	3148.00
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AN AMOUNT SUFFICIENT TO COVER ALL SERVICES REQUESTED MUST ALWAYS BE ON DEPOSIT					OPENING BALANCE	TOTAL CHARGES	TOTAL CREDITS	CLOSING BALANCE
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PTO/SB/30 (09-03)

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Request  
for  
Continued Examination (RCE)  
TransmittalAddress to:  
Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Application Number	09/203,965
Filing Date	December 12, 1998
First Named Inventor	Geno W. Lee
Art Unit	2642
Examiner Name	William J. Deane
Attorney Docket Number	DAVOX-154XX

This is a Request for Continued Examination (RCE) under 37 CFR 1.114 of the above-identified application. Request for Continued Examination (RCE) practice under 37 CFR 1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application. See Instruction Sheet for RCEs (not to be submitted to the USPTO) on page 2.

1. **Submission required under 37 CFR 1.114** Note: If the RCE is proper, any previously filed unentered amendments and amendments enclosed with the RCE will be entered in the order in which they were filed unless applicant instructs otherwise. If applicant does not wish to have any previously filed unentered amendment(s) entered, applicant must request non-entry of such amendment(s).

- a. ☐ Previously submitted. If a final Office action is outstanding, any amendments filed after the final Office action may be considered as a submission even if this box is not checked.
- i. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on \_\_\_\_\_
- ii. ☐ Other \_\_\_\_\_
- b. ☒ Enclosed
- i. ☒ Amendment/Reply
- ii. ☐ Information Disclosure Statement (IDS)
- iii. ☐ Affidavit(s)/Declaration(s)
- iv. ☐ Other \_\_\_\_\_

2. **Miscellaneous**

- a. ☐ Suspension of action on the above-identified application is requested under 37 CFR 1.103(c) for a period of \_\_\_\_\_ months. (Period of suspension shall not exceed 3 months; Fee under 37 CFR 1.17(d) required)
- b. ☒ Other 1-month extension of time under 37 CFR § 1.114

3. **Fees**

- The RCE fee under 37 CFR 1.17(e) is required by 37 CFR 1.114 when the RCE is filed. The Director is hereby authorized to charge the following fees, or credit any overpayments, to
- a. ☒ Deposit Account No. 02-3285
- i. ☐ RCE fee required under 37 CFR 1.17(e)
- ii. ☒ Extension of time fee (37 CFR 1.136 and 1.17)
- iii. ☒ Other Charge any additional fees or credit any overpayment to deposit account 02-3285
- b. ☐ Check in the amount of \$ 440.00 enclosed
- c. ☐ Payment by credit card (Form PTO-703M enclosed)

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-3038.

## SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED

Name (Print/Type) <u>Paul J. Kroon, Jr.</u>	Registration No. (Attorney/Agent) <u>51,902</u>
Signature <u>Paul J. Kroon, Jr.</u>	Date <u>June 11, 2004</u>

## CERTIFICATE OF MAILING OR TRANSMISSION

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 or facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below.

Name (Print/Type) <u>Paul J. Kroon, Jr.</u>	Date <u>June 11, 2004</u>
Signature <u>Paul J. Kroon, Jr.</u>	

This collection of information is required by 37 CFR 1.114. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Mail Stop RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

(If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.)

06/15/2004 11:10 FAX BOURQUE ASSOCIATES, PA  
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